

Paper reference

20161K

Pearson BTEC

Level 3

Nationals Extended Diploma

Information Technology

UNIT 14: IT Service Delivery

(Part A)

June 2022 Series

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A4 Modification 18pt BOLD

You MUST NOT use the standard version of the question paper with this modified question paper.

The modified question paper may contain differences to the standard question paper.

These differences are part of the modification process.

ALL components of the examination that the candidate attempts MUST be returned with the candidate's question paper.

This includes any answer booklets and diagram booklets.

Any component not returned will remain unmarked and could impact on the grade received by the candidate.

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